Contract Operations Update

From Country Teams to Field Support Teams

Presented By:

Norris Nereng,
DCMDI Operations Director

Agenda

- Why the transition?
- What is a "FST?"
- How does the FST work?
- What does the FST do for you?
- What are FST performance indicators?
- What is the CMO role?
- Summary

Why the Transition?

- Result of DCMA Organizational Realignment
  - Establish District Program Integration Directorate
  - Standardize HQ and District Organizational Structure

- Greater Focus on CMO Support
  - CMO Support is #1 Priority
  - Provide Multi-functional, Technical Expertise
  - Provide Assistance and Training
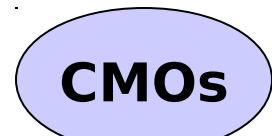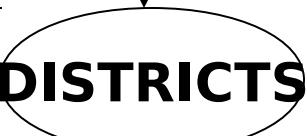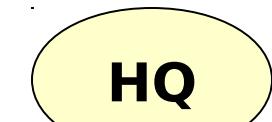
Concept Of Operations
Operations Directorate

Organization | **Responsibilities** | **Role**

Process Owners

HQ

Determine Policy Need
Set Metrics & Goals

Develop Deployable Policy-IPPD

Process Champions

DISTRICTS

Negotiate w/CMOs & manage process performance to achieve District goals

Deploy Policy to CMO

Field Support Teams

Assist CMOs

CMOs

Execute Policy
Achieve Goals negotiated with Districts

CMO Operations & TAG

DCMDI
Operations Directorate Structure

DCMA — Defense Contract Management Agency

Operations Director
N. Nereng

CCAS
LTC H. Watson

| Contract Business Operations 1102-14 {Vacant} | Contract Technical Operations 1910-14 M. McLaughlin | Supplier Operations 1150-14 R. Murtha | Field Support Group 0801-14 R. Posthumus |

FST Middle East | FST Americas | FST Southern Europe | FST Northern Europe | FST Pacific
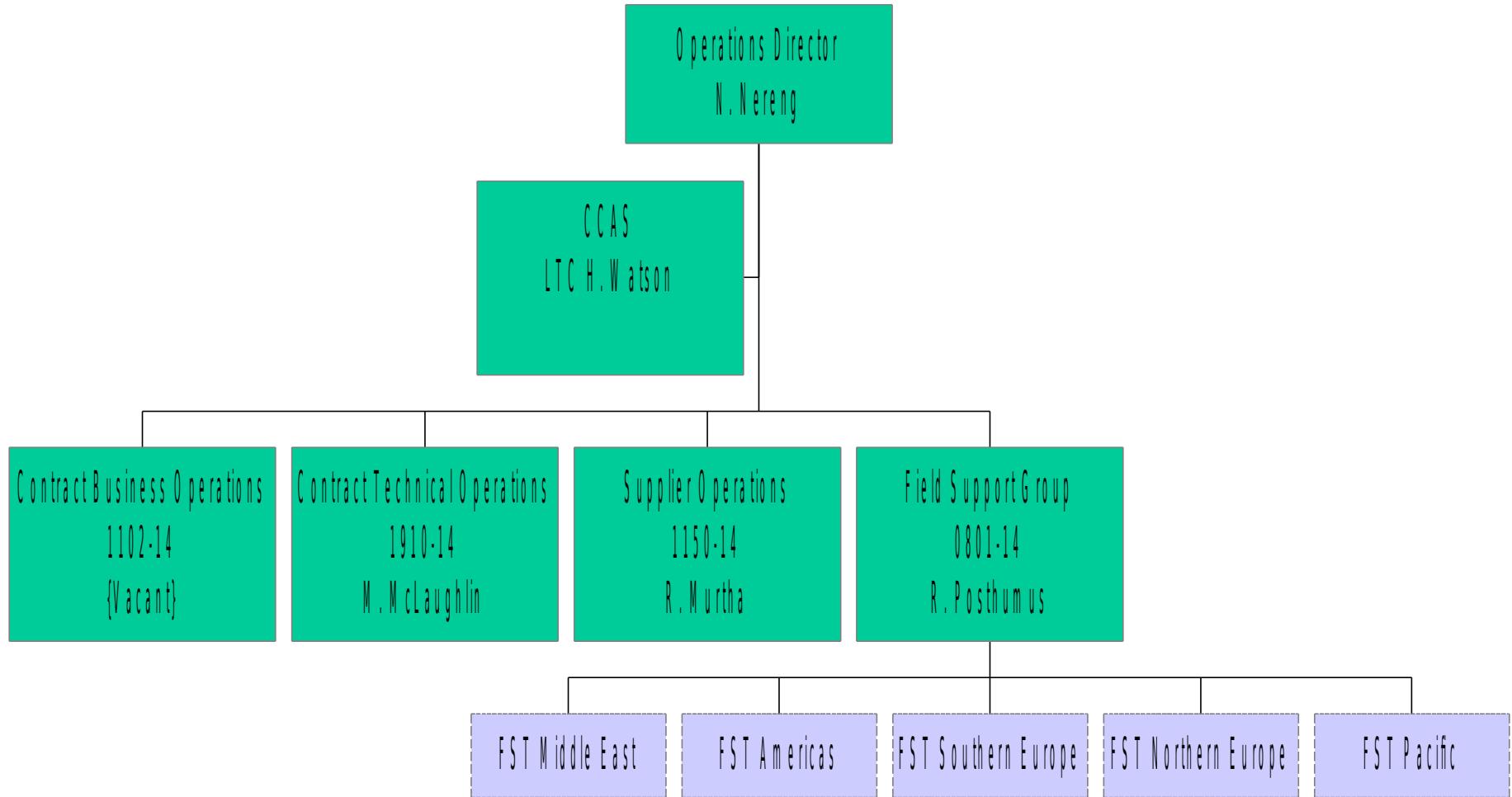
What is a "FST?"

- Focal Point for Majority of CMO Issues
- Facilitates Policy Deployment
- Assists and Facilitates IT Application Deployment
- Assists in Performance Goal Achievement
- Multifunctional Team
  - ➢ Membership includes OC, FB, and PI reps
- SICM Program Management Authority

How Does the FST Work?

- Develops Annual CMO Corporate Support Plan

- Functions as CMO Resource to Identify and Address Improvement Opportunities

- Conducts Recurring Meetings with CMO Representatives

What Does the FST Do For You?

- Assist in Resolving Problems
  - ➢CMO Advocate in executing DCMA Policy
  - ➢Functional Training
- Staff Support Role
  - ➢Provide functional/technical guidance
  - ➢'On the Ground' at CMO
- Address Competency Gaps
  - ➢Work with CMO in developing strategy to address gaps
  - ➢Assist CMO in successfully executing strategy

What are FST Performance Indicators?

- IOA Results
- Overarching CMO OFIs
  - ➢identified thru IMS process, joint MCRs, staff assistance visits, etc.
  - ➢ FST assists CMO in developing risk management plan
  - ➢FST assists CMO in achieving steps to address OFI
- Efficiency Goals
  - ➢Average action item turnaround
  - ➢Aged outstanding action items
- Customer Survey

What is the CMO Role?

- Communicate FST 'support and assistance' role to workforce

- Designate CMO lead/team to coordinate FST activities

- Ensure appropriate and responsive CMO participation

Summary

- FSTs provide assistance and training to CMO
- FSTs are a CMO resource to address competency gaps
- Annual Corporate Support Plan outlines support FST and OPS will provide to CMO
- Provides Functional Support for IT applications
- Questions/Discussion